

BUSINESS SERVICES ORGANISATION

Minutes of Proceedings

The hundred and eleventh meeting of the Board of the Business Services Organisation was held on Thursday 28 June 2018 at 10.00 am in the Boardroom, BSO HQ, 2 Franklin Street, Belfast, BT2 8DQ.

Present:

Mrs Julie Erskine (Chair)

Mr Robert Bannon
Mr Mark Campbell
Miss E P Gordon
Mr Sean McKeever
Mr Deep Sagar
Mr Jeremy Stewart
Professor D Whittington

Mr Liam McIvor (Chief Executive)
Mrs Wendy Thompson (Director of Finance – DoF)
Mr Sam Waide (Director of Operations)

In Attendance:

Mrs Karen Bailey (Director of Customer Care and Performance – CCP)
Miss Amanda Mills (Board Secretary)

1. Chair’s Welcome and Opening Remarks and Apologies

The Chair welcomed everyone to the meeting.

Apologies for absence were received from Mrs Karen Hargan and Mr Alphy Maginness.

2. Declaration of Conflicts of Interest

There were no conflicts of interest declared.

3. Minutes

(i) *Minutes of Meeting held on 24 May 2018*

The minutes of the meeting held on 24 May 2018 were agreed as a true and accurate record of proceedings.

(ii) *Minutes of Meeting held on 12 June 2018*

The minutes of the meeting held on 12 June 2018 were agreed as a true and accurate record of proceedings.

4. **Matters Arising from Minutes**

(i) *Action Template – Paper BSO 44/2018*

Members noted the action template arising from the May Board meeting.

5. **Chair's Business**

The Chair updated members on meetings she had attended during June 2018.

Work is underway to produce the first draft of the Board Governance Self -Assessment for 2017/18 and the action plan for 2018/19 for consideration by members at the August Board meeting. The Chair and Chief Executive are meeting with the Chairs of BDC and GAC on 31 July 2018 to review the remit and role of the committees over the past year. The Chair was pleased to announce that BSO HR team won the Workplace Innovation Award at the Inspire Workplace Wellbeing Awards event on 21 June 2018.

6. **Chief Executive's Report**

The Chief Executive briefed members on key business activities which have taken place since the last Board meeting.

HSCB Closure

The DOH has appointed a Transformation Director who will lead on transformation, planning and performance and will work closely with the Chief Executive of the HSCB on developing a new operating model and managing the transition process.

Transformation Implementation Group (TIG)

The Chief Executive informed members that the BSO Director of HR and Corporate Services is taking a lead role in the transformation recruitment project and a workshop was held on 12 June 2018 to consider the challenges iro workforce supply and how to address those challenges.

PSSSP

Members were advised that the Outline Business Case (OBC) scheduled for completion at the end of June has now been put back to the end of September 2018 with the focus still remaining on in-sector developments.

Judicial Review (JR)

Members were advised that the JR was resolved before it went into court.

EU Exit

BSO is on schedule to provide an overall statement of assurance iro EU Exit - Day 1 Delivery Planning as at 30 June 2018 to the Permanent Secretary.

End of Year Accountability Review

Members were briefed on the key issues raised at the end of year accountability review meeting with the Perm Secretary on 19 June 2018.

7. Items for Approval

7.1 Annual Progress Report 2017/18 to the Equality Commission – Paper BSO 45/2018 refers

Professor Whittington, BSO Disability Champion, presented the Annual Progress Report on the implementation of Section 75 and the duties under the Disability Discrimination Order to the Equality Commission for 2017/18 for members' approval. Members were briefed on the activity taken during the year which included the development of new Equality and Disability Action Plans.

Members approved the annual progress report to the Equality Commission for 2017/18.

8. Items for Noting

8.1 Finance Report – Month 2 – Paper BSO 46/2018 refers

The Director of Finance (DOF) presented paper BSO 46/2018; a finance report for the two month period ending 31 May 2018.

The summary financial position shows the reported income and expenditure position for the period, with an overall surplus reported for this period. The surplus has been generated by core services.

BSO's RRL allocation has been confirmed and SLAs have been issued to all customers.

BSO has received an allocation as part of the Confidence and Supply Transformation Fund for the following three service areas:

SBRI
HSC Leadership Centre
HSC Clinical Education Centre

The funding for these projects are ring fenced and will be closely monitored by the DOH.

Members noted the finance report.

8.2 Report on BSO Prompt Payment for Period Ending 31 May 2018 – Paper BSO 47/2018

The Chief Executive presented paper BSO 47/2018 which set out the percentage of invoices paid within 10 working days and within 30 calendar days in May 2018 by Accounts Payable Shared Services. It was noted that 93.93% of HSC invoices had been paid within 30 calendar days.

Members noted the prompt payment report.

8.3 Corporate Balanced Scorecard – Paper BSO 48/2018

The Director of CCP presented paper BSO 48/2018 which set out the performance of key service areas in the BSO for the period up to 3 May 2018. She highlighted those measures with a red rag rating and explained the circumstances which led to this evaluation.

The Chair advised that a Board workshop will take place in the Autumn to review the Corporate Scorecard and the Risk Register.

Members noted the Corporate Balanced Scorecard.

8.4 Service Level Agreement (SLA) Update – Paper BSO 49/2018 refers

The Director of CCP presented paper BSO 49/2018 setting out the Business Model/SLA process used by BSO and its customer organisations. The CCP Directorate prepares and issues composite SLAs for 19 customer organisations in conjunction with each service area within BSO.

Members noted the SLA update.

8.5 EU Exit – Paper BSO 50/2018

The Director of Operations, who has been nominated as the BSO EU Exit point of contact, presented Paper BSO 50/2018 setting out the approach being taken to assure the DOH that BSO can maintain service delivery following EU Exit Day (29 March 2018) to its customers. All organisations have been asked to provide a letter of assurance from the Accounting Officer by 30 June 2018 that their respective organisations are actively scoping the potential impact of a “no deal” outcome from the UK/EU negotiations on the services provided, in line with the information provided by the DOH; and that organisations will alert Departmental policy leads to any additional issues identified which have not been already highlighted by the Department.

Members noted the briefing and it was agreed that further updates will be presented to the Board or BDC as appropriate.

8.6 Appointment of Chairs of the Dental , Ophthalmic and Pharmaceutical Committees of the BSO – Paper BSO 51/2018

Members noted with interest the appointment of new Chairs to the BSO’s Pharmaceutical, Dental and Ophthalmic Committees. The Chair of the Pharmaceutical Committee takes up post on 1 June 2018, with the Chairs of the Dental and Ophthalmic Committees taking up post on 1 August 2018.

9. **GAC**

9.1 *Minutes of GAC Meeting held on 17 April 2018 – Paper BSO 52/2018*

Members noted the minutes of the GAC meeting held on 17 April 2018.

10. **Presentation**

10.1 *Encompass Update*

Dr Michael Quinn, Clinical Director, Encompass and Mr Gary Loughran, Encompass Programme Director made a presentation to members on the Encompass Programme. It was noted that the Outline Business Case (OBC) has recently been approved and will now progress to the procurement phase. The vision for this project is that every citizen will have a lifelong electronic health and care record in NI, inform and support health and wellbeing throughout their life, reduce variation in care pathways which allows HSC to scale innovation and best practice at pace and digital platform that streamlines services and patient journeys across primary, secondary, community and social care.

11. **Any Other Business**

(i) *Terms of Reference – Encompass Programme Board*

The Director of CCP advised that following the approval of the OBC for the Encompass Programme, BSO has established an Encompass Programme Board which will support delivery of Encompass, acting as a two-way channel to manage Encompass requirements of BSO, and BSO requirements of Encompass. The BSO Board will receive updates from the Programme Board for assurance purposes.

(ii) *Amended Declaration and Register of Interests – Paper BSO 53/2018*

Members noted a further amendment to the Declaration and Register of Interests for 2018/19.

(iii) *Board and Committee Meeting Dates for 2018/19 – Paper 54/2018*

Members noted a schedule setting out the dates of Board, GAC and BDC meetings for 2018/19.

12. **Date of Next Meeting**

The next meeting of the BSO Board will take place on Thursday 23 August at 10.00am in the Boardroom, BSO HQ, 2 Franklin Street, Belfast, BT2 8DQ.

The Chair thanked everyone for attending and closed the meeting.

Chair

Chief Executive

Date _____